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# Scott Fordin

📁 Technical writing & illustration  
💻 Online & inline help  
🔗 Information architecture & design

## Overview

- This document is an **addendum** to my primary résumé.
- My primary résumé lists my most recent work experience, including at Ab Initio, Oracle Corporation, Sun Microsystems, and Louisiana Energy Services/National Enrichment Facility.
- My primary résumé also lists my publications, education, and favorite software tools.
- The purpose of this document is to list additional salaried positions and extensive contract-based projects that are not included on my primary résumé.
- Please contact me for a copy of my **primary résumé**. My complete work experience and numerous samples are also available on my website, <https://ohelp.com>.

## Experience

### Infant Jesus School (contract) Sep. 2005–May 2006, Sep. 2006–Apr. 2007

Nashua, New Hampshire

Network infrastructure, software installation & configuration, staff training

- Designed network topology and physically installed all networking cabling, routers, switches, and computers for entire school ( $\approx 75$  nodes)
- Installed and configured software on all school computers
- Performed staff training

### Atrium Salon & Spa (contract) June–Sep. 2009

Nashua, New Hampshire

Website development, logo design, internal training

- Designed and authored company website
- Designed company logo
- Performed staff training

### Marguerite's Place (contract) Dec. 2004

Nashua, New Hampshire

Video authoring & production

- Created and produced promotional and fundraising video for a women's transitional shelter

### PeerDirect (contract) Feb.–Mar. 2003

Bedford, Massachusetts

Technical documentation & illustration, online help

- Wrote and illustrated documentation and online help for the PeerDirect Database Replication Engine

### NuSphere Corporation (contract) Feb.–Oct. 2001

Burlington, Massachusetts

Technical documentation & illustration, online help, information architecture

- Wrote *Getting Started* guide, *MySQL Advantage Installation Guide*, *MySQL Advantage User's Guide*, and *MySQL Reference Manual* for three release cycles
- Wrote beta and FCS documentation for GEMINI MySQL table handler

**Torrent Systems, Inc.****(contract) June 2000–Jan. 2001***Cambridge, Massachusetts**Technical documentation & illustration, online help, information architecture*

- Wrote functional specifications for Orchestrate parallel processing *Client/Server API Guide*, *Operator's Guide*, and *Web House Operator's Guide* for clickstream processing, data warehousing, and data-mining operator APIs
- Designed and wrote quick reference cards for Orchestrate/APT parallel processing classes and macros
- Redesigned and updated Orchestrate online help system

**Hurley Communications, Inc.****(contract) Oct. 1999–May 2000***Norwood, Massachusetts**Technical documentation & illustration, online help, information architecture*

- Wrote and illustrated print documentation, training materials, and online help for integrated hospital switchboard and messaging system
- Performed staff training

**Thomson Financial****(contract) Nov. 1992–Feb. 1993, Aug. 1998–Mar. 1999***Boston, Massachusetts**Technical documentation, online help, information architecture*

- Designed and wrote online help for several Java-based financial transaction management applications
- Redesigned and edited API and programming guides for client-side development toolkit

**Electronic Industries Data Exchange Association****(contract) July–Sep. 1998***Arlington, Virginia**Technical documentation & illustration*

- Co-designed, illustrated, and edited EIDX API specification for managing electronic financial transactions

**Gemsoft Corporation****(contract) Apr.–Oct. 1995, Jan.–Feb. 1996***Nashua, New Hampshire**Technical documentation & illustration, online help, information architecture*

- Wrote and illustrated print documentation and several online help systems for Emerald user and administrator products and Gemsoft Preview
- Wrote prototype demo for browser-based implementation of Emerald product

**Scan Centers of America****(contract) Feb.–Apr. 1995***Natick, Massachusetts**Technical documentation & illustration*

- Designed, wrote, and illustrated *Electronic Document Management: A ScanCenters Primer for Real People*, a primer on electronic document management concepts

**Xerox Imaging Systems****(contract) Nov. 1992, Apr.–May 1993***Cambridge, Massachusetts**Audio scripting, narration & production, information architecture*

- Wrote and narrated intro/outro material for audio cassettes for four Reading Edge product manuals
- Arranged all details of documentation audio recording, tone indexing, Braille labeling, and cassette production
- Information architecture consulting for Windows-based online help systems

**Attitash Software, Inc.****(contract) Jul.–Oct. 1992***Nashua, New Hampshire**Technical documentation & illustration, online help, automation tools, information architecture*

- Wrote and illustrated documentation and online help for SlingShot, WideAngle, and InfoPanel products
- Developed style guide, PDF print specifications, and Microsoft Word templates for all documentation

**Credit Technologies****(contract) May–Jul. 1992***Waltham, Massachusetts**Technical documentation & illustration, information architecture, QA testing*

- Wrote and illustrated user guides for Remote CAS and Core CDS products
- Wrote and illustrated beta and promotional documentation for CDS and 800/4-CREDIT products
- Performed alpha and beta testing and UI design for Remote CAS, CDS, and 800/4-CREDIT products

**Keyfile Corporation****(contract) June–Oct. 1991, Feb.–Apr. 1992***Nashua, New Hampshire**Technical documentation & illustration, online help, automation tools, information architecture*

- Wrote and illustrated documentation and online help for OS/2-based network document server product
- Designed and wrote documentation and online help for Windows-based document management/office automation system
- Developed an extensive set of WordBasic macros to facilitate Windows help authoring

**Inmagic, Inc.****(contract) Nov. 1991–Feb. 1992***Woburn, Massachusetts**Technical documentation & illustration*

- Wrote and illustrated user manual for relational database product

**Archetype, Inc.****(contract) May–June 1991***Waltham, Massachusetts**Technical documentation & illustration*

- Wrote and illustrated user manual for Netware/Windows client-server image-management product

**Kurzweil Computer Products/  
Xerox Imaging Systems****May 1989–June 1991***Cambridge, Massachusetts**Technical documentation & illustration, multimedia authoring, accessibility design and testing, information architecture, German translation*

- Designed, wrote, and narrated (for audio cassette) all Reading Machine user documentation
- Developed information architecture, editorial standards, and document formats specifically optimized for use with screen reader software
- Performed extensive in-person usability and information design testing with vision-impaired users
- Worked with Underwriters Laboratories (UL) to shepherd all documentation targeted for vision-impaired users through UL safety review processes
- Arranged audio production, tone indexing, Braille labeling, cassette production and packaging
- Wrote and illustrated user documentation for commercial optical character recognition products
- Performed German translation and technical editing of German-language products

**Project Software & Development****Feb. 1988–May 1989***Cambridge, Massachusetts**Technical documentation & illustration, information architecture, internal training, test management*

- Wrote and illustrated user documentation for VAX and IBM mainframe-based project management software products
- Designed and wrote online help and tutorials for DECwindows-based product
- Wrote in-house tutorials for desktop publishing with VAX and PC WordPerfect and PostScript

**Massachusetts Senior Action Council****(contract) Feb. 1988***Quincy, Massachusetts**Newsletter, interviews*

- Conducted interviews, wrote articles for Council newsletter

**IMEC Corporation****(contract) Jan.–Feb. 1988***Charlestown, Massachusetts**Technical documentation, German translation*

- Translated hardware manual for logic-driven electric servo motors into German

**AT&T****(contract) Nov.–Dec. 1987***Boston, Massachusetts**Technical documentation, internal training, office automation*

- Conducted in-house training, wrote instructional documentation for various office productivity tools
- Developed DOS batch files and SAMNA IV keyboard macros to automate billing procedures

**Boston Center for Computer Applications****(contract) Sep.–Nov. 1987***Boston, Massachusetts**Technical documentation & illustration, courseware development, system configuration*

- Wrote curricula for AutoCAD and Aldus PageMaker software training classes
- Taught customer classes (basic and advanced) in WordPerfect 4.2; trained staff in Lotus Freelance
- Configured PC hardware, wrote DOS batch and instructional files for in-house and customer classrooms

**Little, Brown Company****(contract) Apr.–June 1987***Boston, Massachusetts**Editorial services, internal training*

- Performed staff training on MultiMate, Lotus 1-2-3, and DOS
- Provided editorial services for several large internal reference publications

**Arthur Andersen****(contract) Mar.–Apr. 1987****Mass. Department of Revenue***Boston, Massachusetts**Editorial services, office automation*

- Performed editorial services for training materials for MASSTAX auditing system
- Developed DOS batch files and WordPerfect macros to automate office procedures

**Keystone Provident Life Insurance Company****(contract) Feb.–Mar. 1987***Boston, Massachusetts**Technical documentation, office automation*

- Wrote internal documentation
- Developed WordPerfect macro and merge files to automate tracking and billing procedures

**Wang Laboratories, Inc.****(contract) Feb. 1986–Jan. 1987***Lowell, Massachusetts**Technical documentation & illustration, online help, editorial services, German translation, production automation*

- Editing, German translation, and document production for converting four hard-copy lexicons into CD-ROM format: *Random House German/English Dictionary*, *Random House Unabridged English Dictionary*, *Random House Concise English Dictionary*, *Duden German Thesaurus*
- Developed extensive Wang glossaries (Wang's scripting language) to automate editorial tasks and CD-ROM production
- Developed extensive WordBasic macros to facilitate Windows help authoring
- Wrote and illustrated several online help systems

**Blackfoot Productions****(contract) June–Aug. 1986***Cambridge, Massachusetts**Editorial services*

- Script editor for “*Vig*,” a stage play by Paul Hapenny

**Solomon Shechter Day School****(contract) May–June 1985***Newton, Massachusetts**Multimedia scripting*

- Wrote narration and storyboard for annual fundraising video

**Greater Boston YMCA****(contract) Oct.–Nov. 1984, Jan.–Feb. 1985***Boston, Massachusetts**Multimedia scripting, narration*

- Wrote and narrated two radio public service announcements
- Wrote audio/visual script for annual meeting/fundraising video

**Seiler Corporation****(contract) Dec. 1984–Feb. 1985***Waltham, Massachusetts**Newsletters*

- Wrote two monthly corporate newsletters

**General Electric/Media 1****(contract) May 1984***Lynn, Massachusetts**Multimedia production*

- Key Grip for 30-projector audio/visual production for GE “Family Fair Day”

**The Yacht magazine****(contract) Aug. 1983–Mar. 1984***Newport, Rhode Island**Writing, photography, editorial services, production management*

- Editorial production manager for first edition of magazine
- Wrote copy, took photos for several feature sections
- Established stringer contacts and editorial library

**Roger Vaughan****(contract) Nov. 1983–Feb. 1984***Newport, Rhode Island**German translation, biographical research*

- German translation and research for biography of Herbert von Karajan

**SAIL magazine**

*Boston, Massachusetts*

*Writing, photography*

**(contract) Dec. 1980**

- Wrote copy and took photographs for *Visual distress signals*, an article about safety flares and other maritime visual distress signals

**Fluor Corporation/  
Daniel Construction**

*Greenville, South Carolina*

*Architectural drafting, technical illustration*

**(contract) May 1978–Sep. 1978**

- Architectural illustrator and technical draftsman for industrial process piping and design facilities

**Nikon World magazine**

*Garden City, New York*

*Photography*

**(contract) Jan. 1977**

- Took photos for feature about transatlantic yacht race